

MINUTES OF THE MEETING OF REDRESSAL GRIEVANCE COMMITTEE

(To settle the issue as requested by (Adhesive Plaster A046) Tender for Surgical Disposable Items 2020-21)

A meeting of the Grievance Committee constituted vide letter No. PC/PC/57448-54/MH., Dated 14-09-2020 held on 11.11.2020 at 10.00 a.m., in the office of Chairman Grievance Committee, Mayo Hospital Lahore to decide grievance received from following bidders, to settle the issue of against the Advertisement Tender (Surgical Disposable Item) duly advertised vide No. PC/48029/MH, Dated 21.07.2020 Opened on 15.08.2020 for the year 2020-21.

The committee decided as under:-

Sr.No.	Grievance	Status of TEC	Proceeding of Redressal of Grievance Committee / Decision
01	<p>M/s Dr. Sethi (Pharma) Industries vide their letter No. MHL/786/12, dated 22.10.2020 bearing Diary No.17348, Dated 22.10.2020 stated that: Dear Sir, With due respect, we draw your kind attention towards the Technical Evaluation uploaded there we found, our company is Technically approved Part-A & B, but on the other hand Non Responsive in Part-C. We have quote Tender Inquiry No. 01 of Adhesive Plaster (Zinc Oxide) Spool of 7.5 cm x 5 to 9 Meter. Kindly note that we are manufacturing the said product from the last 45 years. We are supplying said item to Mayo Hospital last financial year to till date none of the objections on quality of this product received from mayo hospital. Moreover this product is being manufactured complying specification of British Pharmacopeia and the quality have been acknowledged internationally. In addition to that we have been supplied this product to Govt. Hospitals, Semi Govt. Institutions, international & local Market last 13 year successfully none of the objections on quality of these products received.</p>	<p>The Bid is Non Responsive in all quoted items due to failure in Part C.</p>	<p>Mr. Imran Baloach (Country Manager) attended the meeting on behalf of M/s Dr. Sethi. The representative was asked to describe his grievance. He explained the matter in detail. The committee evaluated the matter and after due deliberation, it is decided to UPHOLD the decision of T.E.C. Hence the grievance is rejected.</p>

Handwritten notes and signatures at the bottom of the page, including initials 'Jm', 'A', 'SA', 'DDC (PS)', 'M-18/14', and 'Imran Baloach'.


<p>03</p> <p>M/s Essity Pakistan Limited vide their letter No. MHL/853/FS/sh, dated 23.10.2020 bearing Diary No.17400, Dated 23.10.2020 stated that: Respected Sir, With reference to your evaluation reports for the tender Code A.046 (Adhesive Plaster), we noticed that "Sample rejected due to poor quality" for below item detail along their tender serial number.2 and 3. We would like to inform you that we M/S Essity Pakistan Ltd import mentioned below products from BSN Medical Germany. Essity Pakistan Limited (Formerly BSN Medical) has been supplying these products in Pakistan s major government hospital since decades. For your ready reference, we have enclosed some purchase order of hospital so</p>	<p>Responsive except T.E 2 & 3. The bid is Responsive in all quoted items except T.E # 2 & 3 due to failure in Part A, B C.</p>	<p>Mr. Tanveer attended the meeting on behalf of M/s Dr. Sethi. The representative was asked to describe his grievance. He explained the matter in detail. The committee evaluated the matter and after due deliberation, it is decided to UPHOLD the decision of T.E.C.</p>
<p>02</p> <p>M/s Arson Pharmaceutical Industries (Pvt) Ltd vide their letter No. ARS/MH-M001/09, dated 22.10.2020 bearing Diary No.17398, Dated 23.10.2020 stated that: Dear sir, We have received your letter No./533/CH Store/MH dated Lahore the, 12-10-2020 with regards to the subject matter, we are submitting our grievances enable us to Kindly re-consider our case as Responsive. We have been intimated by your concern office that our tender samples has not been approved due to which we would like to bring to your kind knowledge, that we are already supplying to different institutions and government hospitals for the last ten years. We are confident that we will ensure our quality of products as we are maintaining with GNP STANDS and ISO standards. We humbly requesting your honor to kindly review our case and we would also like to resubmit our fresh samples for your kind reviewal. We hope we have clarified the matters and looking towards your kind consideration in the matter enable us to serve your Esteem institution Thanks you and remain with our best regards.</p>	<p>The Bid is Non Responsive in all quoted items due to failure in Part C.</p>	<p>Mr. Tahir Ghaffor (Institution Manager) attended the meeting on behalf of M/s Arson. The representative was asked to describe his grievance. He explained the matter in detail. The committee evaluated the matter and after due deliberation, it is decided to UPHOLD the decision of T.E.C. Hence the grievance is rejected.</p>
<p>It is requested review our case on merit i.e on the basis of our previous supply orders from your hospital and different institutions as reference to the context and experience certificate & give us a chance to serve your Hospital as served in past.</p>		


Handwritten signatures and initials at the bottom of the page.


that you can easily appraise our product acceptance in hospitals.
It is requested to you kindly allow us to re-submit sample for re-evaluation purpose and relevant documents. Looking forward to see your support & equitable decision.

Tender S.#	Tender Item	Offered Brand		Hence the grievance is rejected. <u>Moreover the Committee directed to revise the specifications before re-tender in terms of size (flexible range) in Mepore Dressing to encourage vast competition.</u>
2	Polyacrylate Adhesive, self-adherent, absorbent and breathable dressing 3.6" x 8" 9 cm x 20 cm (Mepore Dressing)	Leukomed-Sterile Adhesive Wound Dressing 20 cm x 10 cm		
3	Polyacrylate Adhesive, self-adherent, absorbent and breathable dressing 3.6" x 12" 9 cm x 30 cm (Mepore Dressing)	Leukomed-Sterile Adhesive Wound Dressing 30 cm x 10 cm		


Sadia Arshad Rana
Member Grievance Redressal Committee


Dr. Muhammad Iqbal
Additional Medical Superintendent
Member Grievance Redressal Committee


Raafia Fatima
Hospital Pharmacist
Copr, Member Grievance Committee


Prof. Dr. Ameer Afzal
Head of North Surgical Ward
Chairman Grievance Redressal Committee